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December 14, 2007

TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.  
Director and Chief Medical Officer

SUBJECT: **STATUS OF THE IMPLEMENTATION OF THE  
CONTINGENCY SERVICES PLAN AT MARTIN LUTHER  
KING, JR. – HARBOR HOSPITAL**

This is to provide your Board with the weekly report on the status of the Martin Luther King, Jr. - Multi-Service Ambulatory Care Center (MLK MACC), the impact of the closure of MLK-Harbor Hospital, and the progress of the plan to reopen MLK Hospital.

**MLK MACC Service Indicators**

**Urgent Care**

There were 476 total (adult and pediatric) urgent care visits in the week ending December 8, 2007 (Attachment I). This is a 4% decrease from the prior week when 494 visits were provided.

There were 35 patients transferred out of the urgent care center to hospitals (primarily Harbor-UCLA Medical Center) during the week ending December 8, 2007, compared to 39 patients the prior week. One of these transfers was initiated through a call to 9-1-1.

**Outpatient Primary and Specialty Care Visits**

The number of outpatient primary and specialty care visits for the week ending December 8, 2007, was 2,414 (Attachment I). This is a 6% decrease from the prior week when 2,572 visits were provided.

The Department will continue to monitor urgent, primary, and specialty care visits and will report on any trends.

**Patient Transportation for Scheduled Appointments**

Patient transportation services are available between the MLK MACC, Harbor-UCLA Medical Center, Hubert H. Humphrey Comprehensive Health Center, and Dollarhide Health Center. Patients can arrange for door-to-door transportation from home for scheduled appointments. Transportation services are provided Monday through Friday, 7:00 a.m. to 5:00 p.m.

In November 2007, MLK provided transportation to 399 patients and companions. This compares to 442 patients and companions who were provided transportation in October 2007.

#### 2-1-1 Call Volume

In November 2007 there were 198 calls to 2-1-1 related to MLK. This compares to 277 calls in October 2007. Callers to 2-1-1 have the option of receiving recorded information on MLK, speaking to a call center operator, or being transferred directly to the MLK MACC.

#### **Impacted Hospitals – Emergency Department Volume and 9-1-1 Transports**

As reported previously, the Emergency Medical Services (EMS) Agency in collaboration with EMS field providers and surrounding hospitals redrew the ambulance service areas to redirect 9-1-1 ambulances in an effective manner while limiting disruption to the EMS system to the greatest degree possible. Nine private “impacted” hospitals were offered an agreement including reimbursement for uninsured 9-1-1 patients from MLK’s geographical area and priority for transfers into the County and MetroCare contract facilities. Additional funding was also allocated for physician reimbursement of 9-1-1 and walk-in patients. To date, seven of the nine hospitals have signed the agreement.

The EMS Agency continues to closely monitor redirected ambulance traffic. The average daily number of patients registered in the emergency departments (ED) of the impacted hospitals and the average daily number of 9-1-1 transports has generally remained level since the closure of MLK-Harbor Hospital. All impacted hospitals continue to report a sustained increase in ambulance traffic and the hospitals are generally reporting that their inpatient beds are busier than usual for this time of year.

#### Emergency Department Volume

During the week ending December 8, 2007, a daily average of 1,334 patients registered in the EDs of the nine impacted hospitals (Attachment II). This reflects a 2% decrease from the daily average of 1,360 patients during the prior week. Harbor-UCLA Medical Center registered a daily average of 280 ED patients during the week ending December 8, which is the same as the prior week. Data for LAC+USC Medical Center will be included in the next update. This data is self-reported by the hospitals.

#### 9-1-1 Transports

During the week ending December 8, 2007, there was a daily average of 272 9-1-1 transports to the nine impacted hospitals (Attachment II). This reflects an 8% increase from the daily average of 251 9-1-1 transports during the prior week. Harbor-UCLA Medical Center had a daily average of 31 9-1-1 transports during the week ending December 8, compared to 26 the prior week. Data for LAC+USC Medical Center will be included in the next update. This data is also self-reported by the hospitals.

### **Progress to Re-open MLK-Harbor Hospital**

Work is actively continuing with the Regents of the University of California, Catholic Healthcare West, and the Pacific Hospital of Long Beach. As discussed in recent reports, the Department plans to bring recommendations to your Board by the end of January 2008.

### **Conclusion**

I will continue to update you on the status of the MLK contingency services plan. In the meantime, if you have any questions or need additional information, please let me know.

BAC:cb  
708:004

### **Attachments**

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors



Los Angeles County Department of Health Services  
**MARTIN LUTHER KING, JR. - MULTI-SERVICE AMBULATORY CARE CENTER**  
 Urgent Care, Primary and Specialty Care Visits  
 Week Ending December 8, 2007<sup>1</sup>

| Visit Type                 | 9/1/2007 | 9/8/2007 | 9/15/2007 | 9/22/2007 | 9/29/2007 | 10/6/2007 | 10/13/2007 | 10/20/2007 | 10/27/2007 | 11/3/2007 | 11/10/2007 | 11/17/2007 | 11/24/2007 | 12/1/2007 | 12/8/2007 | Trend Indicator <sup>2</sup> |
|----------------------------|----------|----------|-----------|-----------|-----------|-----------|------------|------------|------------|-----------|------------|------------|------------|-----------|-----------|------------------------------|
| Urgent Care <sup>3</sup>   | 342      | 343      | 433       | 454       | 488       | 440       | 475        | 495        | 556        | 415       | 469        | 515        | 436        | 494       | 476       | →                            |
| Primary and Specialty Care | 2,017    | 1,535*   | 2,050     | 1,971     | 2,102     | 1,930     | 1,754*     | 2,192      | 2,177      | 2,175     | 2,399      | 2,054*     | 1,520*     | 2,572     | 2,414     | →                            |

Weekly statistics reflect activities beginning on Sunday 12:00 midnight and ending on Saturday 11:59 pm.

Trend indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater.

Urgent care visits include pediatric and adult urgent care visits.

Number of visits is lower due to holidays. This number is weighted for use in the calculation of the trend indicator.

**Los Angeles County Department of Health Services  
SELF-REPORTED POLL OF HOSPITALS IMPACTED BY CLOSURE OF MLK-HARBOR HOSPITAL**

| Hospital  | Week of 8/20/07 - Week of 8/26/07 | Week of 8/27/07 - Week of 9/2/07 | Week of 9/3/07 - Week of 9/9/07 | Week of 9/10/07 - Week of 9/16/07 | Week of 9/17/07 - Week of 9/23/07 | Week of 9/24/07 - Week of 9/30/07 | Week of 10/1/07 - Week of 10/7/07 | Week of 10/8/07 - Week of 10/14/07 | Week of 10/15/07 - Week of 10/21/07 | Week of 10/22/07 - Week of 10/28/07 | Week of 10/29/07 - Week of 11/4/07 | Week of 11/5/07 - Week of 11/11/07 | Week of 11/12/07 - Week of 11/18/07 | Week of 11/19/07 - Week of 11/25/07 | Week of 11/26/07 - Week of 12/2/07 | Trend Indicator <sup>1</sup> |
|---|-----------------------------------|----------------------------------|---------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|------------------------------------|-------------------------------------|-------------------------------------|------------------------------------|------------------------------------|-------------------------------------|-------------------------------------|------------------------------------|------------------------------|
| California Hospital Medical Center: 26 Emergency Department Treatment Stations        | 177                               | 163                              | 168                             | 169                               | 164                               | 170                               | 169                               | 150                                | 154                                 | 165                                 | 151                                | 157                                | 151                                 | 157                                 | 153                                | →                            |
| # of Patients Registered in the Emergency Department                                  | 61                                | 54                               | 55                              | 53                                | 55                                | 50                                | 48                                | 55                                 | 49                                  | 53                                  | 49                                 | 45                                 | 49                                  | 45                                  | 48                                 | →                            |
| # of B-1-1 Transports   | 161                               | 172                              | 167                             | 169                               | 169                               | 174                               | 172                               | 158                                | 166                                 | 180                                 | 170                                | 176                                | 170                                 | 176                                 | 171                                | →                            |
| Centinela Freeman Regional Medical Center: 36 Emergency Department Treatment Stations | 161                               | 172                              | 167                             | 169                               | 169                               | 174                               | 172                               | 158                                | 166                                 | 180                                 | 170                                | 176                                | 170                                 | 176                                 | 171                                | →                            |
| # of Patients Registered in the Emergency Department                                  | 59                                | 57                               | 60                              | 62                                | 58                                | 55                                | 57                                | 52                                 | 55                                  | 60                                  | 60                                 | 50                                 | 60                                  | 50                                  | 56                                 | →                            |
| # of B-1-1 Transports   | 134                               | 122                              | 135                             | 130                               | 128                               | 132                               | 127                               | 128                                | 128                                 | 137                                 | 128                                | 125                                | 128                                 | 125                                 | 121                                | ↓                            |
| Dowle Regional Medical Center: 22 Emergency Department Treatment Stations             | 134                               | 122                              | 135                             | 130                               | 128                               | 132                               | 127                               | 128                                | 128                                 | 137                                 | 128                                | 125                                | 128                                 | 125                                 | 121                                | ↓                            |
| # of Patients Registered in the Emergency Department                                  | 21                                | 24                               | 24                              | 23                                | 24                                | 23                                | 21                                | 22                                 | 24                                  | 25                                  | 21                                 | 20                                 | 21                                  | 20                                  | 21                                 | ↓                            |
| # of B-1-1 Transports   | 249                               | 209                              | 234                             | 231                               | 231                               | 236                               | 244                               | 238                                | 224                                 | 238                                 | 220                                | 227                                | 222                                 | 227                                 | 225                                | →                            |
| Kaiser Foundation - Bullflower: 45 Emergency Department Treatment Stations            | 249                               | 209                              | 234                             | 231                               | 231                               | 236                               | 244                               | 238                                | 224                                 | 238                                 | 220                                | 227                                | 222                                 | 227                                 | 225                                | →                            |
| # of Patients Registered in the Emergency Department                                  | 32                                | 32                               | 32                              | 25                                | 24                                | 25                                | 24                                | 22                                 | 23                                  | 25                                  | 21                                 | 24                                 | 24                                  | 24                                  | 25                                 | ↓                            |
| # of B-1-1 Transports   | 97                                | 95                               | 88                              | 91                                | 92                                | 94                                | 104                               | 97                                 | 91                                  | 100                                 | 98                                 | 92                                 | 87                                  | 87                                  | 87                                 | ↓                            |
| Lakewood Regional Medical Center: 14 Emergency Department Treatment Stations          | 97                                | 95                               | 88                              | 91                                | 92                                | 94                                | 104                               | 97                                 | 91                                  | 100                                 | 98                                 | 92                                 | 87                                  | 87                                  | 87                                 | ↓                            |
| # of Patients Registered in the Emergency Department                                  | 18                                | 13                               | 14                              | 15                                | 11                                | 14                                | 17                                | 18                                 | 18                                  | 16                                  | 15                                 | 17                                 | 14                                  | 17                                  | 14                                 | ↓                            |
| # of B-1-1 Transports   | 234                               | 234                              | 241                             | 239                               | 248                               | 248                               | 247                               | 227                                | 224                                 | 246                                 | 236                                | 236                                | 235                                 | 236                                 | 235                                | →                            |
| Long Beach Memorial Medical Center: 53 Emergency Department Treatment Stations        | 234                               | 234                              | 241                             | 239                               | 248                               | 248                               | 247                               | 227                                | 224                                 | 246                                 | 236                                | 236                                | 235                                 | 236                                 | 235                                | →                            |
| # of Patients Registered in the Emergency Department                                  | 82                                | 81                               | 84                              | 88                                | 83                                | 85                                | 83                                | 71                                 | 76                                  | 84                                  | 73                                 | 80                                 | 71                                  | 80                                  | 71                                 | ↓                            |
| # of B-1-1 Transports   | 15                                | 13                               | 16                              | 16                                | 20                                | 17                                | 16                                | 14                                 | 18                                  | 18                                  | 12                                 | 15                                 | 15                                  | 15                                  | 15                                 | →                            |
| Marina del Rey Medical Center: 10 Emergency Department Treatment Stations             | 15                                | 13                               | 16                              | 16                                | 20                                | 17                                | 16                                | 14                                 | 18                                  | 18                                  | 12                                 | 15                                 | 15                                  | 15                                  | 15                                 | →                            |
| # of Patients Registered in the Emergency Department                                  | 174                               | 163                              | 171                             | 170                               | 167                               | 163                               | 187                               | 177                                | 170                                 | 174                                 | 163                                | 161                                | 171                                 | 161                                 | 171                                | →                            |
| # of B-1-1 Transports   | 39                                | 34                               | 28                              | 33                                | 30                                | 26                                | 30                                | 31                                 | 32                                  | 30                                  | 30                                 | 31                                 | 31                                  | 31                                  | 31                                 | →                            |
| St. Francis Medical Center: 39 Emergency Department Treatment Stations                | 174                               | 163                              | 171                             | 170                               | 167                               | 163                               | 187                               | 177                                | 170                                 | 174                                 | 163                                | 161                                | 171                                 | 161                                 | 171                                | →                            |
| # of Patients Registered in the Emergency Department                                  | 114                               | 109                              | 112                             | 111                               | 111                               | 114                               | 113                               | 115                                | 108                                 | 114                                 | 109                                | 106                                | 103                                 | 106                                 | 103                                | ↓                            |
| White Memorial Medical Center: 28 Emergency Department Treatment Stations             | 114                               | 109                              | 112                             | 111                               | 111                               | 114                               | 113                               | 115                                | 108                                 | 114                                 | 109                                | 106                                | 103                                 | 106                                 | 103                                | ↓                            |
| # of Patients Registered in the Emergency Department                                  | 18                                | 13                               | 17                              | 15                                | 16                                | 20                                | 18                                | 17                                 | 15                                  | 18                                  | 14                                 | 15                                 | 14                                  | 15                                  | 19                                 | ↓                            |
| # of B-1-1 Transports   | 1,374                             | 1,360                            | 1,409                           | 1,396                             | 1,398                             | 1,412                             | 1,446                             | 1,362                              | 1,341                               | 1,438                               | 1,348                              | 1,360                              | 1,334                               | 1,360                               | 1,334                              | →                            |
| TOTAL   | 259                               | 233                              | 235                             | 284                               | 273                               | 269                               | 280                               | 262                                | 269                                 | 287                                 | 259                                | 251                                | 272                                 | 251                                 | 272                                | →                            |
| Haitian/UCLA Medical Center: 55 Emergency Department Treatment Stations               | 210                               | 207                              | 209                             | 203                               | 228                               | 219                               | 225                               | 209                                | 210                                 | 248                                 | 246                                | 280                                | 280                                 | 280                                 | 280                                | ↑                            |
| # of Patients Registered in the Emergency Department                                  | 11                                | 11                               | 13                              | 28                                | 29                                | 24                                | 29                                | 25                                 | 28                                  | 26                                  | 27                                 | 26                                 | 31                                  | 26                                  | 31                                 | ↑                            |
| # of B-1-1 Transports   | 405                               | 420                              | 417                             | 416                               | 413                               | 423                               | 445                               | 423                                | 411                                 | 422                                 | 379                                | 412                                | 412                                 | 412                                 | 412                                | ↑                            |
| UAG-USC Medical Center: 72 Emergency Department Treatment Stations                    | 405                               | 420                              | 417                             | 416                               | 413                               | 423                               | 445                               | 423                                | 411                                 | 422                                 | 379                                | 412                                | 412                                 | 412                                 | 412                                | ↑                            |
| # of Patients Registered in the Emergency Department                                  | 54                                | 48                               | 48                              | 54                                | 47                                | 49                                | 54                                | 48                                 | 52                                  | 50                                  | 47                                 | 45                                 | 45                                  | 45                                  | 45                                 | ↑                            |
| # of B-1-1 Transports   | 54                                | 48                               | 48                              | 54                                | 47                                | 49                                | 54                                | 48                                 | 52                                  | 50                                  | 47                                 | 45                                 | 45                                  | 45                                  | 45                                 | ↑                            |

\* Not reported/available

These numbers have been updated based on revised information

<sup>1</sup> Trend indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted). Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater. Trend indicator is reported where data is available.

<sup>2</sup> Beginning the week of 9/30/07, Harbor/UCLA Medical Center began reporting all ambulance transports (Medical, Trauma, Advanced Life Support (ALS), and Basic Life Support (BLS)). Prior to the week of 9/30/07 BLS transports were not included in the total.

<sup>3</sup> Prior to the week ending 9/29/07, total for number of 9-1-1 transports does not include Long Beach Memorial Medical Center.